Lees en bewaar dit document zorgvuldig!

Installation Instructions
User manual

Gas Fireplaces
Closed Combustion
Manual Command

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Made in Belgium

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1 Preface

Congratulations on purchasing your Well Straler appliance.
We are pleased that you have chosen Well Straler. Well Straler develops and produces since many years heating appliances according to the highest possible safety-, efficiency-, and quality requirements. With this quality product you will have many years of heating fun and will be able to enjoy the unique flame play and the warm warmth.
Read this user manual carefully before you use the appliance.
Please keep this manual for later use.
Professionals must install and start up the appliance according to common standards. Let your professional inform you about the use, the operation and maintenance of your appliance. Each appliance has been tested, accurately regulated and sealed at the factory. In the case of changes to the control unit by unauthorized persons, the warranty is voided and Well Straler is dismissed from all responsibility regarding the safety and proper functioning of the appliance.

The following symbols are used In this user's manual:


General comment

Danger


Electric Shock Hazard


Hot surface


Fire hazard


Explosion danger


All replaceable parts must be accessible. The appliance must be positioned in such a way that it can be removed without breaking.

2 What to do if you smell gas

- Do not ignite the appliance.
- Do not touch any electrical switches or use a telephone in the building.
- Go outside and immediately call the gas company. Follow the gas company's instructions carefully.
- If the gas company cannot be reached, call the fire brigade.

3 CE Declaration

We hereby declare that the gas fireplace manufactured by Well Straler, due to its design and construction, complies with the essential requirements of the CE gas appliance directive EN-613. Each device is technically and functionally tested in the factory according to the Well Straler quality requirements.

4 First use

The device is provided with a heat-resistant coating. During the first heating hours, it is completely normal for an odor to develop due to the burn-in of the paint, but this is not dangerous. In order to remedy this as quickly as possible, the appliance should be left fully lit for a few hours and the room should be well ventilated.

 After a period of long standstill (summer period), it is recommended to make the appliance dust-free, otherwise an unpleasant odor may arise during the first heating hours due to accumulated dust.

5 Discoloration of walls and ceilings

5.1 Cause

There are always dust particles in the air in every living space, even when vacuuming is done regularly! These particles are highly visible in incoming solar rays.

As long as the amounts of dust particles in the air are limited, you will not be bothered by this. Only if these particles float through the room in larger quantities for whatever reason and especially if the air is additionally polluted by soot and tar particles, for example caused by burning candles or oil lamps and/or smoking cigarettes or cigars, can one speaks of a bad indoor climate.

Cold air in a heated living area flows slowly across the floor to the combustion appliance. This air is heated in the convection system of the fireplace or stove, creating a rapidly rising column of warm air, which spreads through the room via the ceiling. This air therefore always contains dust and other polluting particles that will settle on cold and often damp surfaces. This problem can arise especially in a new building that is not yet dry. This phenomenon can cause discoloration of walls and/or ceilings.

5.2 How to avoid these problems

With a newly built chimney or after a renovation, wait at least 6 months before using the appliance. The construction moisture must have completely disappeared from the walls, floor and ceiling.

Make as little use as possible of candles and oil lamps and keep the combustion wick as short as possible. Both of these atmospheric agents create significant amounts of polluting and unhealthy soot particles in your home. Smoke from cigarettes and cigars contains, among other things, tar substances, which will also precipitate on colder and damp walls when heated.

 In the event of a poor indoor climate, the phenomenon may also occur, albeit to a lesser extent, above radiators and lighting fixtures and near ventilation grilles.

6 Guarantee

The guarantee only applies to any construction defect, and is only valid for appliances installed by a recognized installer. It runs for two years from the delivery date. The guarantee is limited to the simple exchange of the parts that are recognized as defective by our technical service and this to the exclusion of any compensation or interest. Travel costs and manual labor are at the expense of the consumer. The guarantee is void if the device is either poorly maintained or misused, or if it is damaged in an accident or disaster, which can be attributed to a cause external to the device itself, or if it has been repaired by unauthorized persons. The warranty does not cover the replacement of breakable parts or pieces in contact with fire, glass, etc.

 Any complaints will be handled exclusively through the supplier. The device should be checked for errors or damage when opening the packaging. Under no circumstances may the appliance be installed in the event of any damage. Well Straler is not responsible for any additional costs if a damaged device is installed.

 The factory's technical interventions are limited to intervention by the end customer in the event that a manufacturing defect is identified by the seller/installer during the warranty period. It is the seller/installer who is responsible for after-sales service and maintenance for his customers.

7 Safety

7.1 General

Our appliances are equipped with a built-in thermostat and safety system.
A thermocouple prevents the further gas supply in case of accidental extinction of the pilot flame.

7.2 Safety regulations to be observed

 Only use the appliance for heating, not for any other purpose.

 Do not ignite the appliance until it is fully installed.

 Have the installation and annual maintenance of the appliance carried out by a competent installer or by a maintenance company in the field of gas fireplaces.

 Only use the original Well Straler end pieces and concentric tubes, our devices are approved with this and may not be used with other tubes or end pieces.

 Place the burner decoration exactly as described.

 It is prohibited to place flammable substances on the ceramic log, coal or pebble set.

 Leave the pilot flame and the space around it free, do not place any burner decoration on the pilot flame.

 The pilot flame is the safety and fuse of the appliance. If for any reason the pilot flame is extinguished, wait at least 5 minutes before re-igniting.

 Never operate the appliance without the glass pane; In addition, make sure that it is installed correctly.

 Broken or cracked glass should be replaced before using the device again.

 Do not make any changes to the device yourself.

 The user may only clean the appliance on the outside. Never use abrasive or corrosive cleaning agents.

 Close the gas tap if the appliance ignites with a bang/pop or badly and notify the installer.

 In the event of malfunctions and/or malfunctioning of the appliance, shut off the gas supply and contact the installer.

 Keep flammable objects and materials such as curtains at least 1 meter away from the fireplace or the exhaust pipes.

 The components of the smoke exhaust must not come into contact with combustible material.

 It is forbidden to place flammable materials, plants, etc. in front of the smoke outlet.

 Do not store flammable products near the gas appliance.

 Do not place anything against or on the gas appliance.

 Do not spray aerosol on the gas appliance when it is in use.

 It is forbidden to sit on the gas appliance.

 The glass and the mantle are active parts of the fireplace, temperatures can be high here. Do not touch it when the appliance is in operation.

 Children or persons who are not aware of the operation of the appliance may only come into the vicinity of the appliance under supervision.

 Place an additional screen in front of the device to account for special hazards that exist in crèches or other places where young children, the elderly or the disabled are present.

 Do not allow small children or infirm persons to sleep directly in front of the gas appliance.

 Never search for a leak by means of a flame; this is done exclusively by greasing the parts where a gas escape can occur with soapy water.

 Never leave the shut-off valve open when the appliance is extinguished.

8 Placement of the device

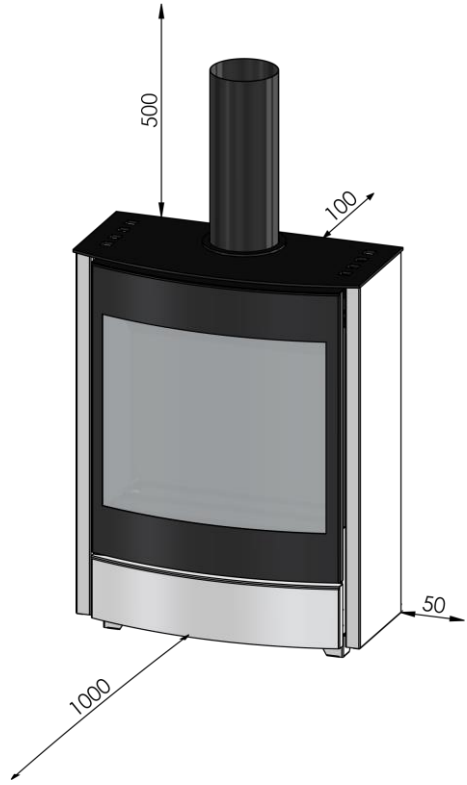
Local standards must be observed with regard to the outlet of the flue gas outlet. The installation must be done by a recognized installer or the installation must be inspected by an authorized inspection institute after installation.
Installation must be in accordance with the rules of the art and must comply with current standards. The slightest deviation releases us from all responsibility with regard to the safety and proper functioning of the device. The guarantee will be void if the control organs are manipulated by unauthorized persons. Before installation, check that the local distribution conditions, the type of gas and the pressure correspond to the setting of the appliance.

The appliance must be placed in a sufficiently ventilated room and the minimum distances must be respected.

If the appliance is placed against a non-heat-resistant wall, or on a non-heat-resistant floor, an additional protective plate behind/under the appliance is required

8.1 Minimum distances to be respected with regard to combustible materials

- Front: 1000 mm
- Top: 500 mm
- Sides: 50 mm
- Rear: 100mm



8.2 Piping and Gas Connection

- Always follow the national standards for appliances on gas.
- Only metal piping (steel or copper) are allowed.
- At the end of the pipe in the vicinity of the appliance an approved shutoff valve is necessary to disconnect the appliance from the gas network.
- Check that there is no dust or dirt in the pipe before connecting it to the appliance so that the gas supply cannot block.
- Vent the supply pipe before connecting it to the appliance.
- Connect the gas shutoff valve and the appliance with a loose nut.
- The gas connection is provided with 3/8"G internal thread and is located on the right at the rear of the appliance.
- Only approved material can be used for the thread seals.
- For copper pipes, use brazing solder with a melting temperature higher than 450°C.
- The pressure loss on the pipes may not exceed 1 millibar.
- Only use bi-cone connections with thick-walled nuts, at least 0.7 x Ø. Inferior connections are very dangerous because the brass nut can crack over time and thus cause gas leakage.
- Avoid mechanical stress on the gas control block and pipes.

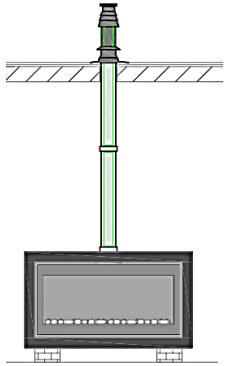
8.3 Connection of exhaust ducts


Only use the original Well Straler concentric tubes of Ø100 internally and Ø150 externally and the corresponding accessories. Our appliances are tested with our concentric tubes and end pieces and may therefore only be used as such. Well Straler cannot guarantee proper functioning and safety if other accessories are used and therefore cannot take any responsibility in the event of problems. Original accessories can be ordered from your authorized Well Straler retailer.

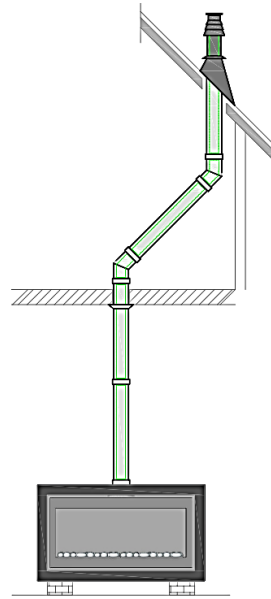
8.4 Connection Options

C_{11}: Air supply and flue gas drain through a facade in the same pressure zone.
C_{31}: Air supply and flue gas drain through a roof terminal in the same pressure zone.
C_{91}: Air supply and flue gas drain through a roof terminal in the same pressure zone, using an existing chimney with is equipped with a flexible for the flue gas drainage. Through the space between this flexible and the existing chimney fresh air is transported to the appliance.

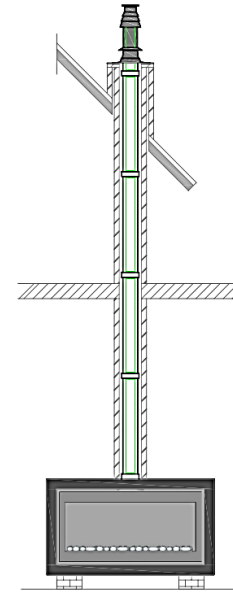
The various possible combinations are shown graphically on the next page.



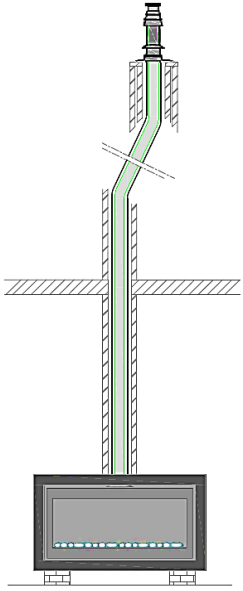
Fixed Concentric Tubes
Flat roof (C_{31})



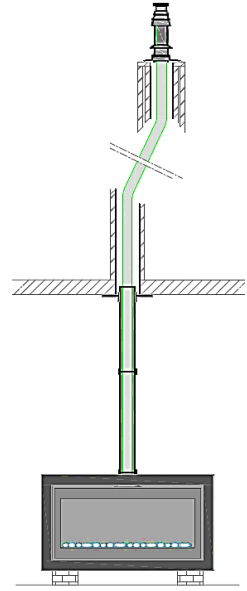
Fixed Concentric Tubes
Pitched roof (C_{31})



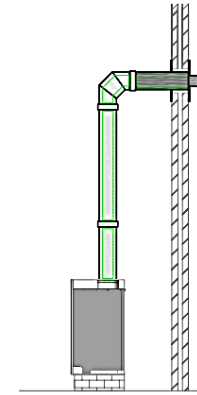
Fixed Concentric Tubes
Straight chimney channel (C_{31})



Chimney canal with kink
Flexible in flexible (C_{31})



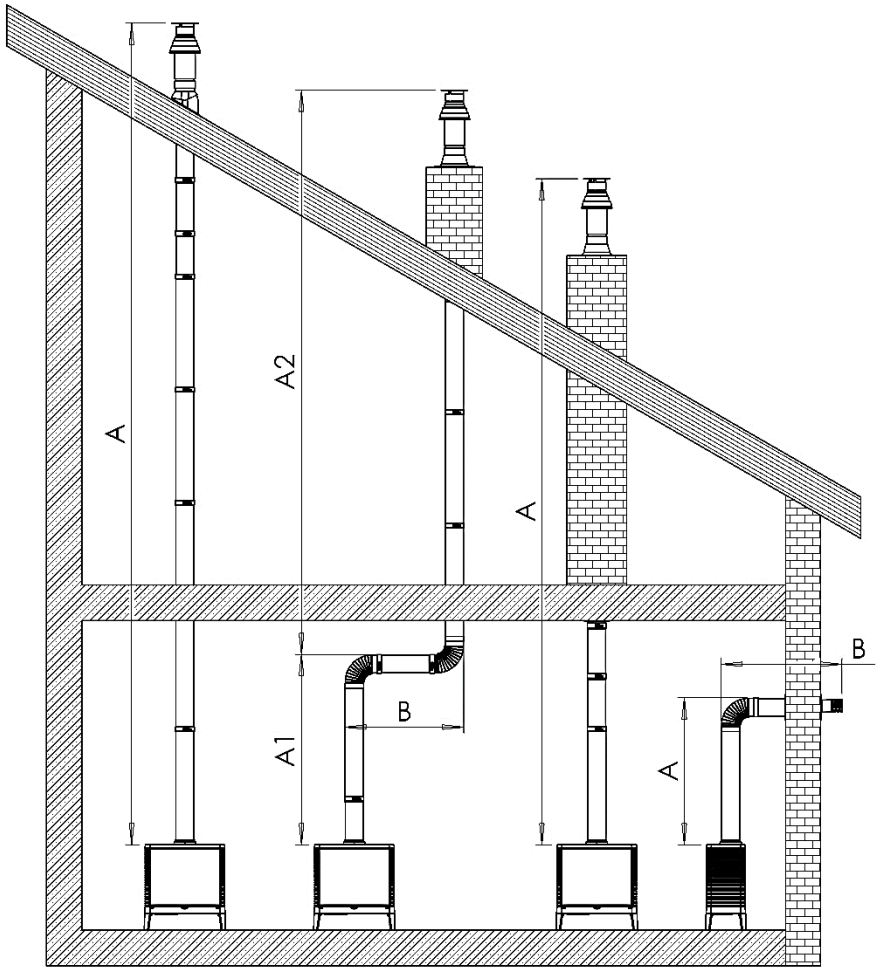
Chimney duct as air supply
renovation kit (C_{91})



Wall duct (C_{11})

8.5 Construction Possibilities

The following figure gives an overview of the different types of connection (wall, chimney, Roof Terminal, Renovation, Snorkel). The conditions, minimum and maximum dimensions for the construction of the concentric piping system are also clearly indicated.



A = minimum 1m
A = maximum 15m
A > B
A1 = minimum 1m
A1 + A2 > B
A1 + A2 + B = maximum 15m

8.6 Roof Pass-Through Kit (C31)

The roof pass-through kit is used when the flue gas outlet discharges onto an inclined roof. These roof pas terminals are suitable as combined passages for the discharge of combustion gases and the supply of combustion air for closed gas-fired appliances. The connection is made with concentric tubes Ø100 - Ø150 (fixed or flexible).

Placing a Roof Pass-Through Kit:

1. Determine the location of the roof terminal. On a tile roof care must be taken with the kind of tile pans.
2. Make a hole from outside for the roof terminal. Make sure there is no chance of getting sawdust or dust in the appliance.
3. Place the wheaterslate steep lead.
4. Place the roof terminal gently from the outside through the roof.
5. Put the roof terminal right using a bubble level.
6. Insert the supplied mounting bracket to the roof terminal and attach it to the roof construction. Leave the mounting bracket free.
7. Build up the concentric flue gas system. Start from the appliance.
8. Firmly fix the mounting bracket.

8.7 Chimney Pass-Through Kit (C31)

The chimney pass-through kit is used when the flue gas drains into a flat roof or when using a chimney canal.
These roof pas terminals are suitable as combined feedings for the discharge of combustion gases and the supply of combustion air for closed gas-fired appliances. The connection is made with concentric tubes Ø 100 – Ø150 (fixed or flexible).

Placing a Chimney Pass-Through Kit:

1. Determine the location of the chimney throughput. Consider the type of roof or chimney.
2. Make a hole from the outside for the chimney throughput. Make sure there is no chance of getting sawdust or dust in the appliance.
3. Place the Aluminium wheaterslate.
4. Place the Roof terminal gently from the outside through the roof.
5. Put the roof terminal right using a bubble level.
6. Insert the supplied mounting bracket to the roof terminal and attach it to the roof construction. Leave the mounting bracket free.
7. Build up the concentric flue gas system. Start from the appliance.
8. Firmly fix the mounting bracket.

8.8 Wall Pass-Through Kit (C11)

The wall pass-through kit is used when the flue gas outlet discharges to the outside via an outside wall. The wall terminals are suitable as combined drainage of the combustion gases and supply of combustion air for closed gas-fired appliances. The connection is done with concentric tubes Ø 100 – Ø 150 (fixed).

Placing a Wall Pass-Through Kit:

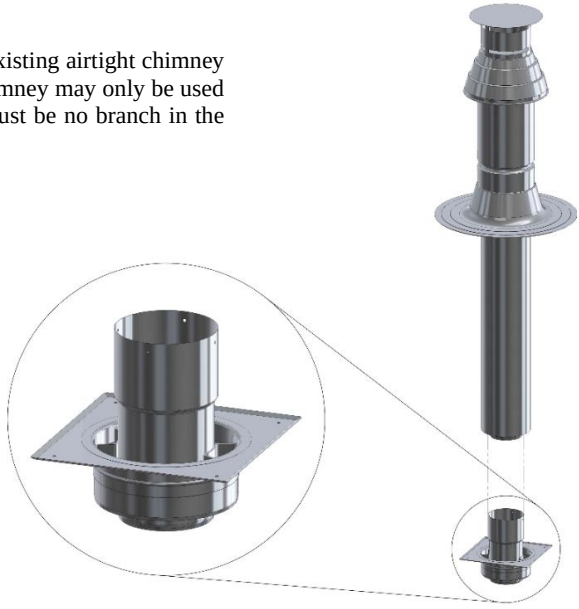
1. Determine the location of the wall terminal construction.
2. Make a hole for the wall terminal from the outside. Make sure there is no chance of getting sawdust or dust in the appliance..
3. Gently slide the wall terminal through the wall with the drain along the top. Adjust the length of the wall terminal to the wall thickness.
4. Place the wall terminal horizontally or slightly upward inclined outwards.
5. Screw the outside grille to the outside wall. Make sure that the grille is mounted with the outlet above.
6. Place the supplied finish plate onto the wall. Do not yet fasten the finish plate.
7. Build up the concentric system. Start at the appliance.
8. Fasten the finish plate.
9. Close the gap between the wall and the wall terminal with insulation material or cement to avoid cold outside air entering the room.

8.9 Renovation Kit (C91)

The renovation kit is used when an existing airtight chimney in good condition is present. This chimney may only be used to connect one appliance, so there must be no branch in the chimney.

The renovation connector is attached to the existing chimney. Only a flexible drain of Ø 100 is needed in the existing chimney. The space between the flexible and the existing chimney is used for fresh air to the appliance. The connection between the connector and the appliance is done with concentric tubes of Ø 100 – Ø 150 (fixed or flexible).

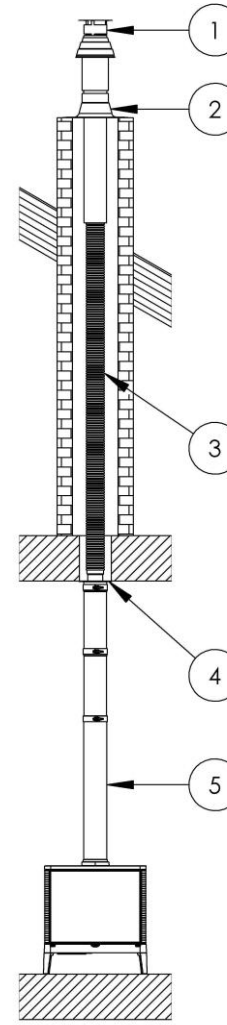
The renovation kit consists of a chimney throughput and a renovation connector.



Placing a Renovation Kit:

The minimum free distances of the existing chimney must be at least 150 x 150 mm and the chimney channel must be leak proof and clean. If the existing chimney channel was previously used for wood, coal or fuel oil, the channel must be thoroughly swept. Put a flexible of Ø100 in the existing chimney, if the above conditions are met.

1. Place the aluminium wheaterslate on top of the chimney. Ensure an air-tight finish.
2. Attach the flexible to the roof throughput with a clamping ring or stainless steel Parker screws.
3. Carefully place the roof throughput from the outside through the wheaterslate.
4. Level the roof throughput right using a level and anchor the roof throughput with some stainless steel Parker screws to the wheaterslate.
5. Connect the bottom of the flexible to the renovation connector with stainless steel Parker screws.
6. Assemble the renovation connector airtight on the existing chimney channel.
7. Start at the appliance and work with concentric tubes from Ø 100 – Ø 150 towards the renovation connector.



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① Chimney

② Wheaterslate

③ Flexible diameter Ø 100

④ Renovation connector

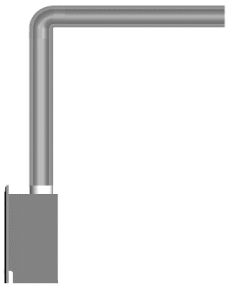
⑤ Concentric tubing system Ø 100 – Ø 150

8.10 Construction of the Concentric Tubes

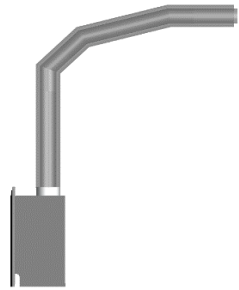
When placing a concentric system its proper functioning is determined by the resistance of the concentric tubes. Avoid horizontal placing of the tubes. These create the most resistant.

The total horizontal length of the system should never exceed the total vertical length!

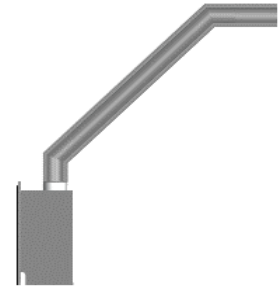
The figures below are ranked from least to most efficient.



A
Good



B
Better



C
Best

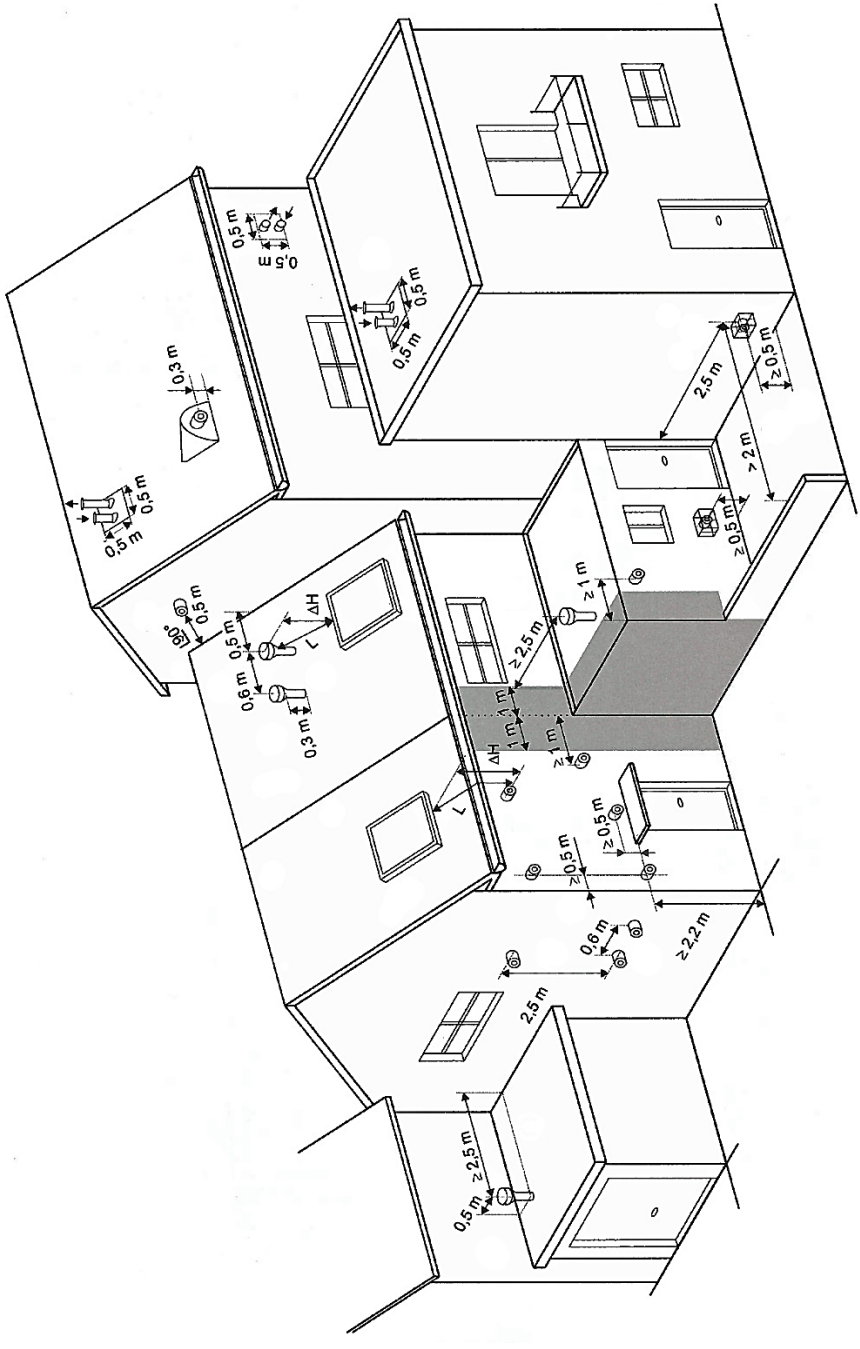
- In figure A, one leaves vertically upward from the appliance until the height of the flue gas discharge is reached. There a bend of 90° is placed and then a horizontal tube to the outside.
- In figure B, one leaves vertically upward to a certain extent, after which one moves gradually with a bend of 15° to a horizontal tube that leads outward.
- In figure C, one leaves immediately from the appliance with a bend of 45°. At the outer wall a second bend of 45° is placed to reach the exit horizontally. This method produces the least possible resistance and is therefore the most appropriate.

Make sure that at large drain lengths the concentric tubes are fixed every two metres so their weight do not rest on the appliance.

Start building up the concentric system from the appliance.

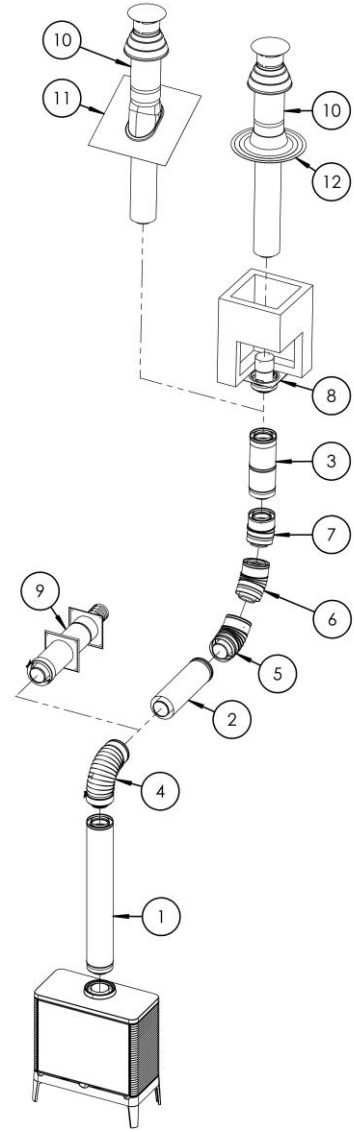
All elements of the air supply and the flue gas drainage must be at least 25 mm in each other and fastened with clamps or stainless steel Parker screws so they do not slide apart.

8.11 Directives for the Drainage of Flue Gases



8.12 Overview Concentric Parts

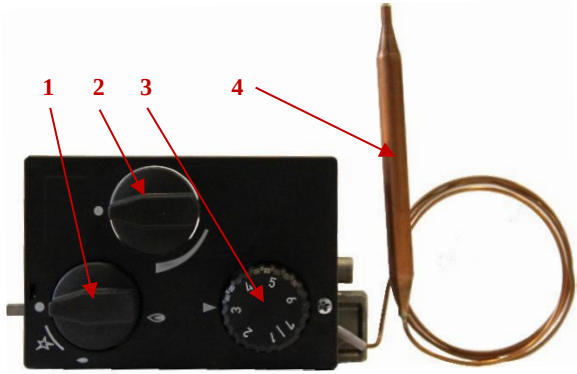
N°	Discription	Ref.
	Ø100 – Ø150	
①	Tube 1 m	06010
①	Tube 1 m antra	06016
①+④+⑨	Wall pass kit	06021
①+④+⑨	Wall pass kit antra	06022
②	Tube 0.5 m to cut	06013
②	Tube 0.5 m to cut antra	06017
③	Adjustable tube 330-340	06024
④	Bend 90°	06007
④	Bend 90° antra	06003
⑤	Bend 45°	06006
⑤	Bend 45° antra	06002
⑥	Bend 30°	06005
⑥	Bend 30° antra	06001
⑦	Bend 15	06004
⑦	Bend 15° antra	06000
⑧	Renovation connector	06047
⑧	Renovation connector antra	06048
⑨	Wall terminal	06018
⑨	Wall terminal antra	06019
⑩	Roof/chimney terminal	06014
⑩	Roof/chimney terminal antra	06036
⑪	Lead wheaterslate	06031
⑫	Wheaterslate	06033
⑫	Wheaterslate antra	06035
⑩+⑪	Roof pass kit	06015
⑩+⑪	Roof pass kit antra	06037
⑩+⑫	Chimney kit	06025
⑩+⑫	Chimney kit antra	06038
⑧+⑩+⑫	Renovation kit	06049
⑧+⑩+⑫	Renovation kit antra	06050

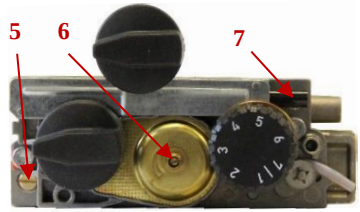


9 Operation of your Appliance

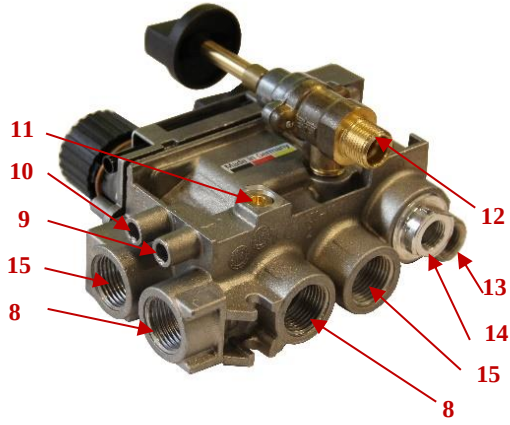
9.1 Appliances Equipped with an Mertik Valve

9.1.1 Description of the Valve





1 Ignition knob
2 Ambiance knob (some models)
3 Thermostat knob
4 The bulb thermostat
5 Adjustment screw of the pilot burner
6 Maximum flow adjustment screw
7 Connection of the ignition cable
8 Gas supply of the burner
9 Burner pressure tap
10 Supply pressure tap
11 Minimum flow adjustment screw
12 Gas supply ambiance burner (Some models)
13 Gas supply pilot burner
14 Electromagnet
15 Gas connection 3/8"



9.1.2 Ignition

- Open the gas closing valve on the gas supply pipe.
- During a first ignition or after a prolonged stop, purge the gas pipe by pressing the ignition knob (1).
- Turn the ignition knob (1) to ✦ and press it down - wait 5 seconds.
- Turn the still depressed ignition knob (1) to the pilot position 🔥 to generate a spark .
- If ignition did not occur, repeat the steps above.
- Once the pilot burner is lit, maintain the ignition knob (1) pressed for 10 seconds.
- When releasing the ignition knob (1), the pilot must remain lit (ignition knob in 🔥 position).

9.1.3 Ignition of the Main Burner and Temperature Control

Turn the ignition knob (1) to the burner position 🔥 and turn the thermostat knob (3) to the desired temperature. The value of 1 on the thermostat knob corresponds to 13°C. A scale corresponds to + 3°C (example: position 4=22°C).

⚠ Please take care to place the bulb thermostat (4) in a location that allows a normal flow of air by convection. It is up to the certified installer to determine the most appropriate place.

9.1.4 Night Position

Turn the ignition knob (1) to the pilot position 🔥 Only the pilot light will remain on.

9.1.5 Extinction

To turn completely off the appliance, turn the ignition knob (1) to the pilot position 🔥 and lightly press the ignition button to the ● position.

9.1.6 Appliances Equipped with an Ambiance Burner

An appliance equipped with two independent burners:

The rear burner is lit by turning the thermostat knob (3) to the desired position. When the set temperature is reached, the burner turns off automatically. The front burner is lit by turning the knob of the ambiance knop (2) to the desired position. This burner will continue to operate with large yellow flames thereby providing the ambience of a real open fire.

Appliances equipped with an ambiance faucet:

Operating the ambiance knop (2) makes it possible to operate the burner(s) continuously independently of the thermostat knob position.

⚠ The engagement of the ambiance burner can cause excessive gas consumption. If you prefer an more economical way of heating, turn the ambiance knob until it points to a neutral position.

10 Annual Maintenance

Annual maintenance is limited to dusting the housing and the combustion chamber. Remove the window frame and clean the combustion chamber with a damp cloth. This must always been done when the appliance is cooled. **Each year**, the chimney must be cleaned, especially in cases where previously coal or oil stoves have burned. To ensure proper functioning of the appliance, it is necessary to perform an **annual** maintenance by an gas expert.

 During maintenance always close the gas valve.

An annual maintenance includes:

- Checking the thermocouple: ensure that the tip of it was not burned.
- Checking of the injectors of the burner and pilot are not blocked or dirty.
- Verification of the piezo and the spark plug.
- Cleaning of the burner by blowing compressed air into the openings of the burner.
- Cleaning of the pilot (by blowing compressed air via the openings below).
- Monitoring the functioning of the appliance:
    - checking pilot ignition.
    - checking that the pilot is set correctly.
    - control the main burner ignition, **it must be fast and quiet.**
    - test the operation of the thermostat.
- Check the air supply and gas discharge conducts.
- Clear the residue on the inside of the window frame with a wet cloth or a non-abrasive detergent.
- There are in any type of gas additives to allow a rapid detection of gas in case of leakage. These additives leave a white deposit on the appliance and therefore the glass must be cleaned regularly. The degree of pollution by the additives depends on the humidity and the chimney draft.
- Replace a broken or cracked glass.

 Only use original Well Straler spare parts.

 Always check for leaks after repairs or maintenance.

11 Problem Solver

1. No gas on the burner when pressing the ignition knob	Gas valve closed	Open the gas valve
	The pilot nozzle is clogged	Clean / replace the pilot nozzle
	The pilot adjusting screw is closed	Unscrew the pilot adjustment screw
	Internal fault of the gas block	Replace the gas block **immediately**
	Faulty electromagnet gas block	Replace the electromagnet
2. No spark on the pilot when pushing on the piezo	Spark cable detached	Reattach spark cable
	Spark cable damaged	Replace spark cable
	Cracked spark cable	Replace spark cable
	Distance between spark and pilot burner too big	Fold the spark (ideal distance = 3mm)
	Piezo defective	Replace piezo
3. Pilot burner doesn't light	Incorrect spark transition	Bend the head of the burner (horizontal or slightly inclined upward)
	There is air in the gas line (no gas present)	Purge gas line
	Pilot burner dirty	Clean the pilot with compressed air
	Air flow on the pilot	Check the sealing of the pilot, shield pilot
4. The pilot light goes out when releasing the ignition knob	Thermocouple burnt	Replace the thermocouple
	Poor contact in thermocouple circuit	Restore the contact
	Thermocouple is not (enough) in the flame	Put the thermocouple deeper and/or slightly bend the head of the pilot burner (horizontal or slightly inclined upward)
	Pilot burner flow set too small	Adjust the pilot burner flow, optionally by placing a larger injector
	Pilot burner dirty	Clean the pilot with compressed air
	Defective electromagnet	Replace the electromagnet
5. Pilot lights, but the burner does not ignite	The maximum flow rate adjustment screw is closed	Unscrew the adjusting screw
	Insufficient burner pressure	Properly adjust the burner pressure
	Faulty thermostat (no click)	Replace the thermostat or install a new gas block
	Clogged injector	Clean the injector
	Bad action upon ignition of the pilot burner	Turn off the pilot burner, and try again after 1 minute
	Internal fault in gas block	Replace the gas block immediately
6. Directly gas on the main burner when opening the gas closing valve	Solenoid clogged	Clean or replace the solenoid
	Internal fault in gas block	Replace the gas block **immediately**

7. Thermostat valve closed but gas on the burner	Dirt on thermostat valve	Replace the gas block **immediately**
	Internal fault in gas block	Replace the gas block **immediately**
	Leaking faucet mood	Clean and fatten the valve cone
8. Too small flames	Gas supply pressure too low	Check the gas supply pressure
	Burner pressure too low	Properly adjust the burner pressure
	Injector clogged	Clean the injector
	Wrong type of gas	Control the gas type (red lacquer = natural gas, propane = green lacquer)
9. Long yellow flames + soot	Clogged burner	Clean the burner using compressed air
	Wrong type of gas	Control gas type (red lacquer = natural gas, propane = green lacquer)
10. Low whistling sound during operation	Dirt in the injector	Clean the injector
	Minimum position set incorrectly (resonance)	Set the minimum flow correctly
11. Loud wheezing sound during operation	New Installation not enough purged	Purge the system
	Primary air too big	Properly adjust the primary air
12. Reburning of the device (Flame burns at the main injector)	Burner weld cracked	Replace the burner
	Obstruction into the burner	Clean / replace the burner
	The minimum position of adjustment screw is closed	Set the minimum position correctly
	Fiber flakes lay under the vermiculite (devices with vermiculite burner)	Place burner decoration correctly (first vermiculite, then fiber flakes)
13. Explosions during ignition	The minimum position of adjustment screw is closed	Set the minimum position correctly
	Pilot burner too small	Clean / adjust burner
	Clogged burner	Clean the burner using compressed air
	Fiber flakes lay under vermiculite (devices with vermiculite burner)	Place burner decoration correctly (first vermiculite, then fiber flakes)
14. The appliance switches off completely	Thermocouple is not (enough) in the light if the pilot burner	Put the thermocouple deeper and/or slightly bend the head of the pilot burner (horizontal or slightly inclined upward)
	False contact in the thermocouple circuit	Repair the contact
	Damaged pilot seal	Replace seal
	Burner pressure too high burner	Adjust the burner pressure correctly
	Window doesn’t close enough	Correctly place the window
	Concentric pipe system not installed in accordance with the installation instructions	Check the placement of the concentric pipe system + adjust it in accordance with the installation instructions
	Leak in concentric pipe system	Check concentric pipe system
15. No flames In the corners, or floating flames	The flue gases cannot escape	Check concentric pipe system
	Window does not close enough	Place window correctly

16. Appliance burns with short blue flames (with vermiculite burner)	Primary air is set incorrectly	Properly adjust the primary air
	Too little gas on the appliance	Check gas supply pressure and burner pressure
	Not enough burner filling (vermiculite)	Place more vermiculite on the burner
17. Burner burns too yellow	The logs set is misplaced	Place the logs set correctly (see photos in the box of logs)
	Too much vermiculite and fiber flakes	Place a thin layer of vermiculite / fiber flakes on the burner
	Primary air set incorrectly	Properly adjust the primary air
	Clogged burner	Clean burner using compressed air
18. Burner does not ignite easily	Incorrectly set minimum position	Set minimum position correctly
	Too little light of the pilot burner	Clean / adjust the pilot burner
	The pilot burner is obstructed	Disengage the pilot burner
	The logs set is misplaced	Place the logs set correctly (see photos in the box of logs)
	Burner vents obstructed	Clean the burner using compressed air
	Fiber flakes lay under vermiculite (devices with vermiculite burner)	Place burner decoration correctly (first vermiculite, then fiber flakes)
19. The glass gets dirty after small burning time	Wrong type of gas (natural gas - propane)	Check type of gas (red lacquer = natural gas, propane = green lacquer)
	Clogged burner	Clean the burner with compressed air
	Supply pressure and/or burner pressure too large	Check and adjust the pressures
	The logs set is misplaced	Place the logs set correctly (see photos in the box of logs)
	Fiber flakes lay under vermiculite (devices with vermiculite burner)	Place burner decoration correctly (first vermiculite, then fiber flakes)
20. Burner makes popping sound on small position	Burner decoration not divided correctly	Better arrange the burner decoration
	Too small set minimum position	Adjust the minimum position
	Too much vermiculite	Place a thin layer of vermiculite